

TOPIC D: TELEPHONE TECHNIQUE

There are certain procedures that are fairly universal when answering a telephone call from a customer. They are:

1. Greet the caller by stating the name of your company, your name and “How may I help you”?
2. Use a friendly, cheerful tone when answering the phone.
3. Never place a caller on hold without first giving the caller a chance to respond (May I place you on hold please?) In other words, do not follow procedure number one and then say, “Hold please,” and place the caller on hold.
4. While working with a customer, ask them if you can place them on hold (i.e. “I need to look that information up on my computer. May I place you on hold for a moment?”).
5. Do not leave the customer on hold for a long time. Check back with the customer every minute to provide a status (i.e. “I am still working on your problem. I will have your answer shortly.”). (It is important to note what the company policy is when placing customers on hold – remember no one likes to be left on hold.)